

REMARKS

In the parent application, the Examiner required restriction to one of the following inventions:

- I. Claims 1-7 and 10-12, drawn to a database of templates used to facilitate the coordination of various tasks, including customer service offering assessment, classified in class 705, subclass 8.
- II. Claims 8-9, drawn to the details of performing an assessment, classified in class 705, subclass 7.

Applicants elected in the parent application to prosecute claims 1-7 and 10-12 of Group I without prejudice, and this application is filed to prosecute the claim 8-9 of Group II, and new claims as explained below.

In this application, applicants have canceled claims 1-7 and 10-12. In the parent case, original claims 1-7 and 10-11, as amended, were allowed and issued, as also was a claim 13 which was presented by amendment in the parent case. In that parent case, original claim 12 was amended

and then canceled by Examiner's amendment without prejudice, and a claim 14 which had been previously added by amendment was also canceled by Examiner's amendment without prejudice.

Applicants have added by way of this preliminary amendment new claims 13-17, and reintroduced claims 12 and 14 from the parent case as new claims 18 and 19 in this case. That is, original claim 12 has been reintroduced in this application as new claim 18, incorporating amendments made to claim 12 in the parent case. New claim 14 in the parent application (which had not been amended) has been reintroduced in this case as new claim 19.

SUMMARY AND CONCLUSION

Applicant urge that the above amendments be entered and the case passed to issue with claims 8-9, and 13-19.

If, in the opinion of the Examiner, a telephone conversation with applicant(s) attorney could possibly facilitate prosecution of the case, he may be reached at the number noted below.

Sincerely,

R. F. BARNARD, ET AL.

By



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